

Once we have received your referral:

- We will typically contact you for a 20 minute telephone chat to talk more about your referral ; this usually occurs within three working days of receipt of the referral
- We are able to offer a first appointment to some of our services within a week of referral
- Our average waiting time to first appointment across all treatments is 17 days

What if I have work commitments?

No problem, we are able to see you between **8am – 8pm, Monday to Friday.**

Don't forget, at all times you are able to access **Friends in Need in the evenings and weekends** for social support.

What if English is not my main language?

Our service is available to people who do not have English as their main language. We can arrange for an interpreter and have Farsi and Arabic speaking therapists.

“Talking to people who understand how you feel can make a huge difference”

I think this could help me, what do I do?

Talk to your GP to make a referral to our Take Time to Talk service or visit our website for more information.

We're here to help.

To find out more about confidential help visit take-time-to-talk.com

Or call us directly on **020 8962 4748**

To speak to someone about **social support** through **Friends in Need** email us:

WestLondon@depressionalliance.org

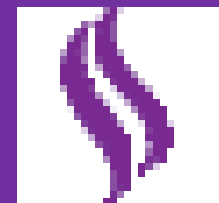
Helpful Contacts



- Depression Alliance Helpline: 0845 123 2320
- NHS Direct: 0845 4647
- Out of Hours GP Surgery: 0208 969 7777
- Samaritans: 0845 790 9090
- Domestic Violence Helpline: 0808 2000 247

**Anxious?
Depressed?
Stressed?
Worried?**

We're here to help



If you're finding it difficult to cope with feelings or depression or anxiety, we can offer quick and easy access to talking therapies or support

Take Time to Talk

At Take Time to Talk, we offer a range of **confidential** talking therapies and support.

How can we help?

We're here to help if you're aged 18 and over and are experiencing difficulties with anxiety or with depression, and are registered with a GP in the Borough of Kensington & Chelsea or Borough of Westminster wards of Queens Park or Paddington.

We have a range of talking therapies and support ready to help you feeling anxious, depressed, stressed or worried. When you have your first telephone assessment your therapist will discuss the options, and identify the one most helpful for you. Briefly the options are:

Cognitive Behavioural Therapy (CBT)

CBT based treatments support you to develop strategies, tools and techniques to tackle distressing feelings, thoughts and behaviours. We offer two types of CBT based treatment:

Guided Self Help

Working through self help material specific to the difficulties you are having, it helps you to develop practical tools and strategies to overcome your difficulties. We offer up to 6 x 30 minute sessions which typically happen over the phone but we do have the option for face to face appointments. Sessions are provided by Psychological Wellbeing Practitioners who are fully qualified and have completed an accredited postgraduate certificate.

Other Psychological Approaches

Where appropriate, we have some scope to offer therapies such as Mindfulness-Based Cognitive Therapy (MBCT), Cognitive Analytic Therapy (CAT), Dynamic Interpersonal Therapy (DIT) and Systemic family and couples therapy.



CBT

Focuses on how you think about things—thoughts, images, beliefs and attitudes and how these impact on the way you behave and deal with emotional problems. It looks at how we can change any negative patterns of thinking or behaviour that may be causing difficulties. Doing this, in turn, can change the way you feel. These are typically 60 minute sessions with one of our cognitive behavioural therapists.

"I think it's really good to have the first telephone appointment because then you can determine what's best for that person, and the first face to face session was more about me just talking about my issues"

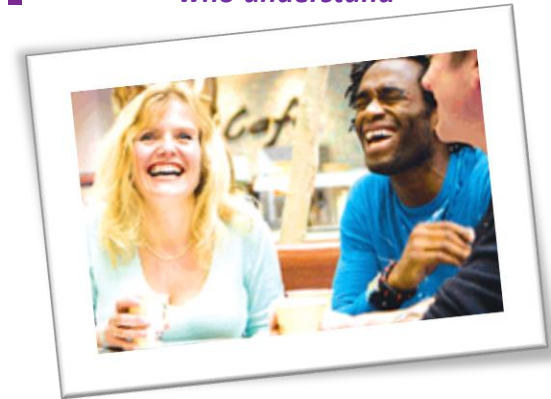
Counselling

Counselling is a 'talking therapy'; a chance to talk and think about your difficulties. It can help you with experiences such as bereavements, relationship problems, abuse as a child or adult, depression or low mood or changes in life such as divorce, getting older or retirement. These sessions tend to be 50 minutes with one of our counsellors.

Friends in Need is a community network to end the loneliness and isolation that comes with depression by providing essential non-medical peer support – complementing the therapeutic talking therapies offered by the Take Time To Talk service. Through Friends in Need you can chat online, find others who share your interests and meet up with people near you.



"This site has been really supportive for me when I was in a really dark place. It's reassuring to talk to people who understand"



GP Nurse Liaison Service

The GP Nurse Liaison Service provides treatment options for you if you are experiencing mental health problems by working closely with your GP to support the transition between primary and secondary care mental health services. The team provide screening, assessment, advice, signposting and access to therapies.

Guided Self Help

At Take Time to Talk, we offer a range of **confidential** talking therapies and support.

Who do we see?

We're here to help if you're aged 18 and over and are experiencing difficulties with anxiety or with depression, and are registered with a GP in the Borough of Kensington & Chelsea or Borough of Westminster wards of Queens Park or Paddington.

How can we help?

We have a range of talking therapies and support ready to help you if you are feeling anxious, depressed, stressed or worried. When you have your first telephone assessment your therapist will discuss the options, and identify the one most helpful for you.

What is Guided Self-Help?

Guided Self Help is based on cognitive behavioural therapy. It helps you to develop practical tools and strategies to overcome your difficulties and solve some of your problems. It is recommended by the National Institute for Clinical Excellence (NICE) as an effective treatment if you are struggling with some level of anxiety and depression.

In Guided Self Help sessions you and a specially trained clinician work together, using expertly devised self-help booklets to find practical solutions to your problems. The sessions will help you develop ways of understanding the impact of your thoughts, feelings and what you do. Between sessions the clinician will encourage you to put your new skills into practice.

What are the sessions like?

Guided Self Help is made up of 6 one-to-one appointments. The first appointment lasts 50 minutes and will take place at one of our Hubs in either Chelsea or Ladbroke Grove. During the first meeting you and a clinician will talk about your difficulties and identify your individual goals. Follow up appointments are weekly or fortnightly and often take place over the phone; they last 25 minutes. During the follow up appointments you and the clinician work on the tools and strategies that will help you overcome your problems.

"It seemed to just lift me up and get me back onto the tracks again, doing what we used to do"



Can it help me?

Research by NICE shows that Guided Self Help is particularly helpful for you if you suffer with stress, low mood, loss of interest in your usual life, problems with sleep, low energy levels, difficulty concentrating, feeling anxious nervous or on edge, worrying, panicking and avoiding places or activities.

Who provides Guided Self Help?

Guided Self Help is provided by Psychological Wellbeing Practitioners. These clinicians are specially trained to work with you if you experience anxiety and depression; all are psychology graduates and have a range of experience working with people in many different settings.



Cognitive Behavioural Therapy

At Take Time to Talk, we offer a range of **confidential** talking therapies and support.

Who do we see?

We're here to help if you're aged 18 and over and are experiencing difficulties with anxiety or with depression, and are registered with a GP in the Borough of Kensington & Chelsea or Borough of Westminster wards of Queens Park or Paddington.

How can we help?

We have a range of talking therapies and support ready to help you if you are feeling anxious, depressed, stressed or worried. When you have your first telephone assessment your therapist will discuss the options, and identify the one most helpful for you.

What is Cognitive Behavioural Therapy (CBT)?

CBT is practical evidence based therapy that supports you to develop strategies, tools and techniques to tackle distressing feelings, thoughts and behaviours.

CBT is based on the idea that how we think affects our feelings, bodies and our behaviours. Sometimes the way we think about a situation or an event can become part of a cycle that might feel helpful in the short-term but keeps problems going in the long-run. We can find ourselves caught up in vicious cycles that are hard to escape. A CBT Therapist helps you identify their thinking and break out of vicious cycles using practice and behavioural experiments in your everyday life.

What are the sessions like?

CBT is short-term therapy and the appointments are usually weekly. We usually offer 6 to 8 weekly appointments. In the first appointment, you and the therapist will work on a clear picture of your current difficulties and how they might have developed. The two of you will identify specific goals that are important to you and you will work collaboratively to find ways of tackling them.

In CBT, sessions are active and structured. You and the therapist will agree on tasks for you to work on between the appointments – this means that the therapy is relevant to your everyday life. If you do not attend your appointments, they cannot be replaced. Your therapist can offer you advice on other support options.

"I had depression and problems with my work and with my wife. At the end of cognitive behavioural therapy (CBT) I realised my anxieties had gone"

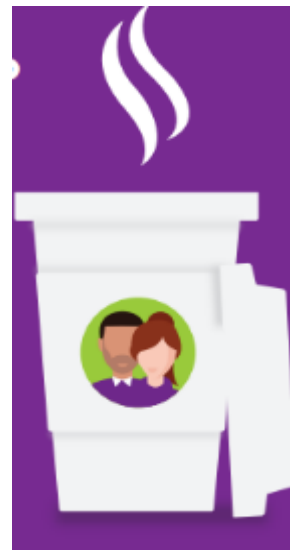


Can it help me?

NICE (National Institute for Clinical Excellence) recommends that CBT be offered to you if you suffer with depression and problems with depression, panic, health anxiety, obsessive compulsive disorder, trauma and social anxiety. Research indicates that it is as effective as medication for a broad range of problems.

Who provides CBT?

CBT is delivered by therapists who are specially trained to delivered Cognitive Behavioural Therapy to individuals experiencing anxiety or depression. All are graduates from a range of professional backgrounds and have completed further postgraduates study. All therapists are accredited or eligible for accreditation with the British Association of Behavioural and Cognitive Psychotherapies (BABCP) or the British Psychological Society (BPS).



Counselling

At Take Time to Talk, we offer a range of **FREE** and **confidential** talking therapies and support.

Who do we see?

We're here to help if you're aged 18 and over and are experiencing difficulties with depression, and are registered with a GP in the Borough of Kensington & Chelsea or Borough of Westminster wards of Queens Park or Paddington.

How can we help?

We have a range of talking therapies and support ready to help you if you are feeling anxious, depressed, stressed or worried.

What is counselling?

Counselling is a 'talking therapy'; a chance to talk and think about your difficulties with a trained professional. Counsellors have experience in helping you think about how to make better sense of their lives, relationships and experiences. Counselling can help you with experiences such as bereavement, relationship problems, abuse as a child or adult, depression or low mood, or changes in life such as divorce, getting older or retirement.

These sessions tend to be 50 minutes with one of our counsellors or psychotherapists.

What are the sessions like?

Counselling in Take Time to Talk is short-term therapy. Your counsellor will discuss with you arrangement to provide the most effective treatment. In the first appointment, you and the counsellor will work on getting a clear picture of your current difficulties and how they might have developed. Together you will identify concerns that are important to you and on which the counselling will focus. The sessions are booked at agreed times and the counsellor will help you to explore your difficulties in a safe and confidential setting.

The Counsellor will support and help you to gain some understanding. A Counsellor will not give you advice. If you do not attend your appointments, they cannot usually be replaced. Your Counsellor will be able to provide information on other sources of support.

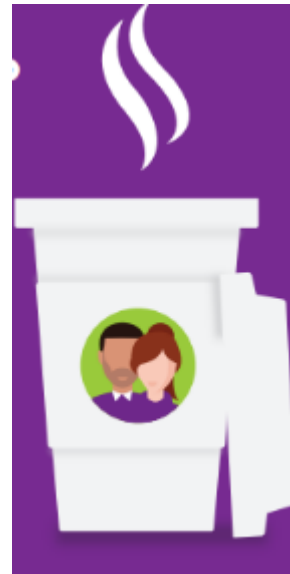
Can it help me?

NICE (National Institute for Clinical Excellence) recommends that counselling be offered to people with depression and low mood. Research indicates that it is as effective as medication for a broad range of problems.

Who provides Counselling?

Counselling is delivered by Counsellors who are specially trained to deliver a range of counselling interventions. All of our Counsellors are graduates from a range of backgrounds and have completed further postgraduate study. They are accredited with a professional body such as the British Association of Counselling and Psychotherapy, the United Kingdom Council for Psychotherapy or the British Psychological Society.

"It's been really helpful having someone to talk to about things, and I wouldn't have been able to talk to anyone at home about half the stuff I've been able to talk about"



GP Nurse Liaison Service

Who do we see?

We're here to help if you're aged 18, are experiencing complex mental health problems, and are registered with a GP in the Borough of Kensington & Chelsea or Borough of Westminster wards of Queens Park or Paddington.

How can we help?

We provide time-limited mental health support which can include:

- Screening
- Assessment,
- Advice
- Sign-posting
- Access to therapies

What is the GP Nurse Liaison Service?

The GP Nurse Liaison Service is a team of professionals who liaise with all GP practices to identify patients who need access to mental health support.

The team works pro-actively to challenge social exclusion, lack of occupational activities, benefits problems, and poor engagement with mainstream services, poor physical health, and on-going mental health problems.

The GP Nurse Liaison service also offers support to people who are being discharged from Secondary Care Mental Health Services.

What are the sessions like?

Please describe what happens for service users and GPs when they are in contact with this service.

Recovery underpins all care and treatment and the GP Nurse Liaison Service also provides support for family members and wider support networks.

If you have more complex mental health needs the service works with team members from the rest of the Take Time to Talk service, such as GPs, therapists and counsellors.

Do you have a quote you could provide from a service user or GP?



Can it help me?

Is there any research or evidence base behind the service? Is there feedback from service users or GPs about how this has helped?

Who provides the GP Nurse Liaison Service?

The GP Nurse Liaison Service is made up of twelve community mental health nurses and two consultant psychiatrists. These clinicians are specially trained to work with you if you are experiencing complex mental health problems and have a range of experience working with you in hospital and community settings.



Other Psychological Approaches

At Take Time to Talk, we offer a range of **confidential** talking therapies and support.

Who do we see?

We're here to help if you're aged 18 and over and are experiencing difficulties with anxiety or with depression, and are registered with a GP in the Borough of Kensington & Chelsea or Borough of Westminster wards of Queens Park or Paddington.

How can we help?

We have a range of psychological therapies and support ready to help you if you are feeling anxious, depressed, stressed or worried.

What do you offer?

In addition to CBT, we offer:

•**Cognitive Analytic Therapy (CAT)** – understanding current problems in terms of early relationships and experiences, developing awareness of how these patterns arise in the present, and identifying new ways of managing them.

•**Dynamic Interpersonal Therapy (DIT)** – similar to CAT it looks to understand repeated patterns of behaviour rather than concentrating on a specific symptom or problem. It is a brief form of psychodynamic therapy.

•**Systemic** - focuses on people's difficulties in the context of their relationships, families, social and cultural values. They identify strengths and resources which enabled coping in the past and help you to identify patterns in their social networks.

What are the sessions like?

Therapy sessions will differ in terms of setting. We offer, depending on type of therapy, the following:

individual therapy with a therapist

group therapy, where a number of people (usually up to 8) meet together with one or two therapists

couple therapy where couples - whether married or not - meet together with a therapist(s) to work on their relationship difficulties (which may include sexual difficulties)

family therapy where you and family members or other significant people meet with therapists.

The length of a session varies according to the type of therapy you have.

"I am extremely pleased with the outcome and am a completely different person to the one of months ago."



Can it help me?

Different approaches suit different people and even different problems in the same person. When considering what will help, we will make a decision with you for therapy based on your preference, NICE guidelines and research evidence. All the therapies we offer have been shown to be effective to treat a variety of problems.

Who provides these therapies?

These approaches are offered by therapists who have received appropriate training in the models of therapy being offered. Many of us are qualified psychologists and so have training in a variety of therapeutic models and have also gone on to do further training in specific models of therapy afterwards. We are often accredited with relevant bodies associated with the specific therapy we offer and registered with professional organisations such as the British Psychological Society (BPS) and Health and Care Professions Council (HCPC).

